**Abi Shogbonyo**

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**Professional Summary**

A Knowledgeable ServiceNow Implementation Specialist who offers problem-solving skills and best practices expertise. Thorough with assessments, solution development and deployments. Accomplished in partnering cross-functionally to enhance systems for changing demands.

Results-focused ServiceNow Developer with attention to detail and strong follow-through on systems projects.

History of continuously improving and optimising systems for increased efficiency, improved functionality and usability. Expertly matches user requirements and aligns systems with specifications.

**Experience**

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| **09/2022 to Current** | **ServiceNow Developer**  **Ministry of Justice** - London   * Analysed business' current work practices to recommend improvement action. * Documented and supported standards and procedures per organisational and client requirements. * Planned short and long-term delivery objectives for development to keep projects on point with deadlines. * Created and edited reports detailing program information and usage in response to customer requests. |

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| **03/2022 to Current** | **ServiceNow Developer**  **Mercedes-Benz Financial Services** - Milton Keynes, Bedfordshire  ****Application Portfolio Management/ITSM implementation****   * Day-to-Day operational support for ServiceNow; activities include but not limited to incident resolution, access management, building reports/dashboards, service catalog and workflow development, promoting and troubleshooting update sets * Worked closely with ServiceNow Process Owners (e.g., solution design, development and testing, incident resolution, troubleshooting and problem analysis) * Prioritized and completed tasks to meet defined SLA's * Collaborate and communicate with stakeholders to perform ServiceNow upgrades and patching * Facilitated workshops to agree on service and application ownership * Documented application and service processes * Create, monitor, modify, and publish service catalog workflows with approvals * Delivered ServiceNow training to MBFS IT Teams * Assisted with ServiceNow incidents post go live, working with 3rd Party provider to resolve issues for the team * Attend edProject Team meetings representing UK MBFS IT Team * Created project plan for UK implementation and manage transition activities |

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| **03/2021 to 01/2022** | **ServiceNow Developer**  **Deutsche Bank** - London  ****Implemented the ServiceNow platform capabilities, specifically the ITSM****   * ITAM modules, including form configuration, workflows/administration, reporting, data imports, custom scripting (Javascript) and third-party software integrations( APIs). Business rules, Client Scripts, Workflow scripting. * I have worked with Now mobile Apps and Servicenow Studio, building and configuring custom applications. * Conducted quality testing on projects and issues according to strict processes and timescales. * As a Business Analyst, I translated business requirements into higher-level conceptual design to meet programme performance, usability, scalability and functional requirements. * Improved process automation end-user knowledge, producing documentation on protocols, system modifications, and programming flows. * Responsible for the overall requirements, including drafting technically focused user stories, acceptance criteria, testing strategy, and knowledge transfer. * Identify potential “problem” areas within customer ServiceNow environments and advise problem resolution. |

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| **10/2020 to 02/2021** | **ServiceNow Developer**  **BP** - London  ****Implemented the ServiceNow platform capabilities, specifically for****  ****Software Asset Management****   * Applied expert ServiceNow SAMPRO knowledge for daily completion of tasks and streamlining workflows. * Ensured software licenses used in the organization were compliant based on the number of rights purchased and the number of installations. * Created software models for all of the software the organization intended to monitor. * Streamlined acquisition of reporting requirements and specifications to disseminate across multiple business lines and IT support teams. * Analysed test results to determine accuracy, durability and efficiency of software. * Delivered software solutions consistent with the product road map, release plan milestones and key performance indicators. |

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| **02/2020 to 04/2020** | **ServiceNow Developer**  **National Aviation Transport Services** - Southampton  ****Implemented the ServiceNow platform capabilities, specifically for****  ****Software Asset Management****   * Wrote and implemented efficient JavaScript code, guaranteeing business needs were met. * Validated systems to assess needed improvements and recommend options for closing gaps and enhancing functionality. * Maintained service-oriented architecture and offered technical support. Worked closely with app developers and business analysts. * Reviewed and modified existing ServiceNow CMDB patterns as needed. * Developed integrations with other applications to support core data load and process automation * Involved in the implementation, configuration and maintenance of interfaces and integrations for gathering, populating and maintaining CMDB data * Involved in Discovery and Service Mapping and linking CIs to applications. |

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| **06/2019 to 09/2019** | **Software Licensing Manager**  **Volkswagen Financial Services, MILTON KEYNES**   * Involved with the coordination and completion of projects on time within budget and within scope and oversee all aspects of projects with the use of JIRA * Working with the nominated asset management tool(Flexera), I was tasked with populating the IT asset CMDB with existing software license information and also researching what licensable products were deployed that required attention * I was also involved in Vendor meetings * I also built up a picture of what licensing contracts were available, the terms and conditions, costs and renewal dates * I assisted in the building of reports that showed the current compliance status and on-going license consumption by the department as against overall company-wide usage * Made information about projects, corporate strategies and upcoming projects available to stakeholders * I resolved implementation and operation issues with various teams * Considered and evaluated potential software applications based on new and existing system development and migration requirements * Partnered with team members, including the infrastructure and * Employment teams to minimize project delays * Managed quality assurance program, including on-site evaluations, internal audits and customer surveys |

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| **08/2018 to 04/2019** | **Software Licensing Analyst**  **Capita** - London   * Helped to define, develop and implement a new ITAM service responsible for managing Capita owned IT assets * Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues * Finalized project plans and obtained final approval from clients * Developed comprehensive business cases to analyze costs, benefits, ROI and TCO of proposed solutions * Performed work according to project schedules and established quality standards * Consulted regularly with internal customers on application development project status, new project proposals and software-related technical issues * The main asset management tool was #Flexera |

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| **03/2018 to 08/2018** | **Onsite IT Asset Manager**  **RAC** - Bristol   * Responsible for the daily and long-term strategic management of software and technology-related hardware and software assets, My main duties are to drive IT Asset Management best practices into an existing key client estate * Duties: * Eview the asset management lifecycle and ensure effective processes are embedded into BAU activities * Plan, monitor, and record software license and/or hardware asset information and ensured accurate live metrics for the estate * Develop and implement procedures for tracking assets to oversee quality control throughout their lifecycle * Tools used included: Nexthink Service Now and Snow Software |

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| **01/2017 to 03/2018** | **Interim Software Asset Manager**  **Atkins, Epson**   * Using ServiceNow i provided input to the Software Asset Management life cycle; including analysing and redesigning Software Asset * Managed processes, software requests, license pooling/checks and deployment * Maintained the catalogue and cost management processes for all software assets * Maintained all cost models relating to software assets * Supported the integration of the License Management Tool (and surrounding processes), with the IS delivery systems and services * Liaised with suppliers to request quotes (and maintain appropriate supplier records) * Identified and advised management and technical teams on license entitlements derived from software deployed * Supported the "Audit, Risk and Compliance" function team through audit process * Provided report information on software/licence counts, metrics and usage, as well as provide input on terms that impact licensing * Maintained the license inventory and perform software harvesting based on usage * Assisted with license related questions/issues * Ensured 100% customer satisfaction and client focus * Managed incidents and requests according to defined SLAs - ensure 100% adherence to RFS & INC Best Practice guidelines * Updated, formalise and review processes defined in the IS Business * Management System. |

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| **07/2016 to 11/2016** | **Software Licensing Consultant**  **The Skills And Funding Agency** - Coventry   * Drove operational improvements which resulted in savings and improved profit margins * Conducted interviews with key business users to collect information on business processes and user requirements * Reviewed files, records and other documents to obtain business information and key data informing responses to development requests * Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies * Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement. |

**Core Qualifications**

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| * ServiceNow Developer (ITSM/ITAM) * ServiceNow Portal development * ServiceNow: Discovery * ServiceNow: Mapping * ServiceNow: Application Portfolio Management * ServiceNow: Software Asset Management * Business processes, Problem Solving skills * ServiceNow: - Configuring Tables, Lists,Forms, Business Rules, Client scripts, Workflow scripting and APIs | * Excellent communication skills (both written and verbal) with strong presentation facilitation skills (Visio, Word, PowerPoint, Excel, * Senior Business Analyst, Experience working with Jira and Confluence * Experience in Stakeholder relations * Software Licensing experience( IBM.Microsoft,Oracle,VMware) * Vendor Management skills * Experience of working in an agile work environment * Knowledge of SaaS / Cloud Technologies * Flexera |

**Websites, Portfolios, Profiles**

* www.shogbonyo.com